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CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

05/94
Revised

TITLE: **COLLECTIONS REPRESENTATIVE I/II**

DEFINITION

Under general supervision, to perform collections and customer service related work involving customer contact by telephone and in person; to perform related office clerical work; and to do related work as required.

REPORTS TO: Collections Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Collections Supervisor.

DISTINGUISHING CHARACTERISTICS

Collections Clerk I: This is the entrance level for the Collections Clerk series. Employees in this class normally work under close and continuous supervision performing a group of closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern which has been established before work is started. Generally, work is observed and reviewed both during its performance and upon completion, and changes in procedures or exceptions to rules are explained in detail as they arise. Under this class concept, positions assigned to the class of Collections Clerk II which become vacant may reasonably be filled at the Collections Clerk I level, with the understanding that future reassignment to the Collections Clerk II class in most cases is expected.

Collections Clerk II: Positions in this class are normally filled by advancement from the lower grade of Collections Clerk I, or, when filled from the outside, require prior collection experience. Appointment to higher class requires that the employee be performing substantially the full range of duties for the class and meet the qualification standards for the class. A Collections Clerk II works under general supervision and, within a framework of established procedures, is expected to perform a variety of collection and customer service duties with only occasional instruction or assistance. Adequate performance at this level requires a knowledge of departmental procedures and precedence, and the ability to choose among a number of alternatives in solving routine problems. A Collections Clerk II is expected to work productively even in the absence of supervision. Work is subject to internal checks upon completion.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Act as a counter representative or telephone representative accepting applications for credit analysis and answering customer billing inquiries as they relate to closed utility accounts.
- Interpret customer accounts using knowledge of applicable rules and rate schedules.
- Analyze customer credit history to determine whether an extension may be granted, or if a payment schedule should be accepted.
- Review customer applications with reference to locating debtors through skip tracing (i.e., contacting references, employers, neighbors, etc.)
- Contact business owners/representatives, governmental agencies, and individuals to collect funds due the City.
- Audit various data processing documents.

- Open and distribute mail.
- Prepare various letters and forms.
- Sort, code, and file correspondence, forms, documents, and other materials numerically, alphabetically, or by other predetermined classifications.
- Make manual arithmetic calculations.
- Use a calculator to check and compute some utility bills and related data.
- Check records and papers for clerical and arithmetic accuracy, completeness, and compliance with established standards and procedures.
- Utilize a micro, mini and/or personal computer; CRT terminal; typewriter; and other office equipment to carry out customer service functions.

QUALIFICATIONS

Collections Representative I

Knowledge of:

- Business English, spelling, punctuation, and arithmetic.
- Modern office practices and procedures.
- Office equipment and filing systems.

Ability to:

- Assemble and organize data and to answer inquiries from such records.
- Make computations promptly and with accuracy.
- Deal with the public tactfully.
- Follow oral and written instructions.
- Operate a typewriter and/or personal computer.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade preferably supplemented by courses in business practices and typing.

Experience: None required

Collections Representative II

In addition to the qualifications for Collections Representative I:

Knowledge of:

- Collection and customer service policies, and procedures.

Ability to:

- Work independently in the absence of supervision.
- Use good judgment and make sound decisions in accordance with established procedures and policies.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade preferably supplemented by courses in business practices and typing.

Experience: One year of experience performing duties comparable to those of a Collections Representative I in the City of Riverside.

MEDICAL CATEGORY: Group 1

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Collections Representative I

TO: Collections Representative II

TO: Collections Officer